

FARMINGTON POLICE DEPARTMENT

POLICY AND PROCEDURE



Policy Number:
381-02

Effective Date:
11/11/2016

Subject:
Phone-in Offense Reports

Approved by:

A handwritten signature in black ink, appearing to read "S.D. Hebbe".

Steven D. Hebbe, Chief of Police



PURPOSE:

To establish written guidelines governing the utilization of a reporting system involving phone-in offense reports.

POLICY:

It is the policy of the Farmington Police Department to utilize a phone-in report system for selected criminal offenses to lessen the need for officers to respond to calls for service that are predominately informational in nature.

PROCEDURE:

Determination of Phone-in Suitability:

Phone-in reports can be reported by citizen's through the San Juan County Communication Authority (SJCCA) or by calling the Immediate Care Center (ICC) Community Office directly. The majority of the requests for service are initiated through the SJCCA. The SJCCA Telecommunicators are responsible for screening calls for service and are able to determine the proper response to a request for police action. The Telecommunicator determines, through a process of call screening, those calls for service which are best suited to utilize a phone-in report. Once the Telecommunicator has determined the request can be handled by the phone-in procedure, they forward the call to the Police Assistants working at ICC.

If the report is made directly to ICC, the Police Assistant follows the same screening procedures as SJCCA. If the call is determined to warrant a police response, the Police Assistant forwards the call to the SJCCA.

It is very important that the Telecommunicators and Police Assistants obtain enough information to determine that the incident is best handled by a phone-in report and does not require an officer to be sent. Suspect information, dollar amount of loss or damage, and evidence at the scene are the key factors. If a delay in police intervention may cause injury, continued damage, or loss of evidence, an officer should be sent rather than a phone-in report. The importance of proper call screening cannot be stressed enough. The program's success relies on the questions being asked and the proper information being obtained. If after obtaining the information there is any question as to whether an officer should be dispatched or a phone-in report used, an officer should be dispatched.

Criteria for Phone-in Reports:

The phone-in reports are utilized for calls for service that are misdemeanors of a non-emergency nature. Requests for reports for insurance purposes and incidents where there is little or no suspect information nor evidence to be processed are good examples where a phone-in report would be applicable. Below is a list of examples of where a phone-in report could be used:

1. Lost Items;
2. Bicycle Thefts;
3. Frauds (gas, food);
4. Larcenies (less than \$250);
5. Criminal Damage to Property, including graffiti (less than \$1000);
6. Miscellaneous Information;
7. Obscene or Annoying Phone Calls (no threats of violence);
8. Lost or Stolen items (license plates, purses, wallets, driver's licenses, etc.);
9. Shoplifting (suspect not in custody).

Report Preparation Procedures:

Phone-in reports are taken using the same procedures as any other incident/offense report as outlined in the Records and Identification policy and procedure #382-01.